

FIG. 1

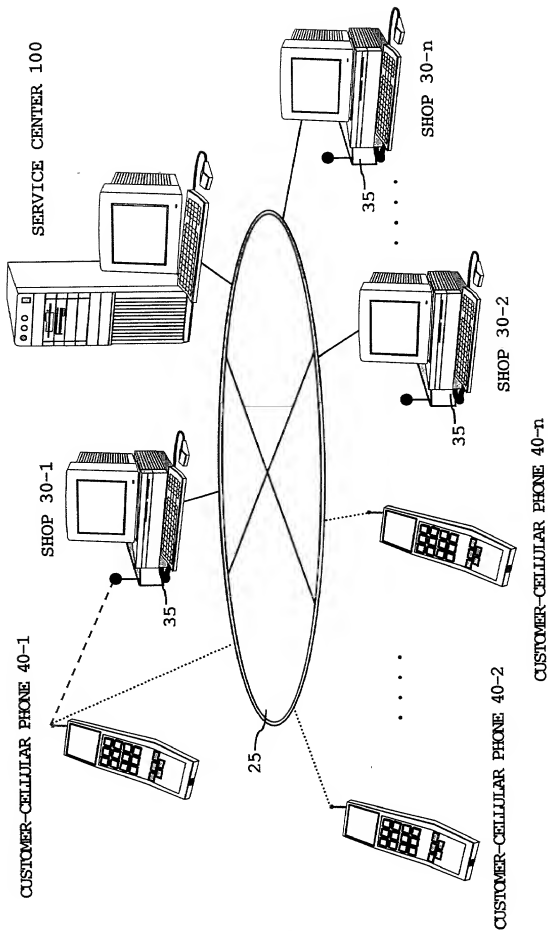
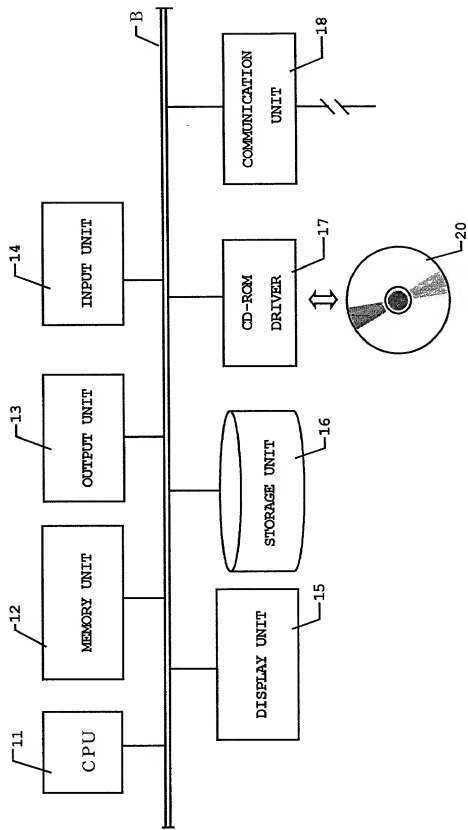


FIG. 2



# FIG.3

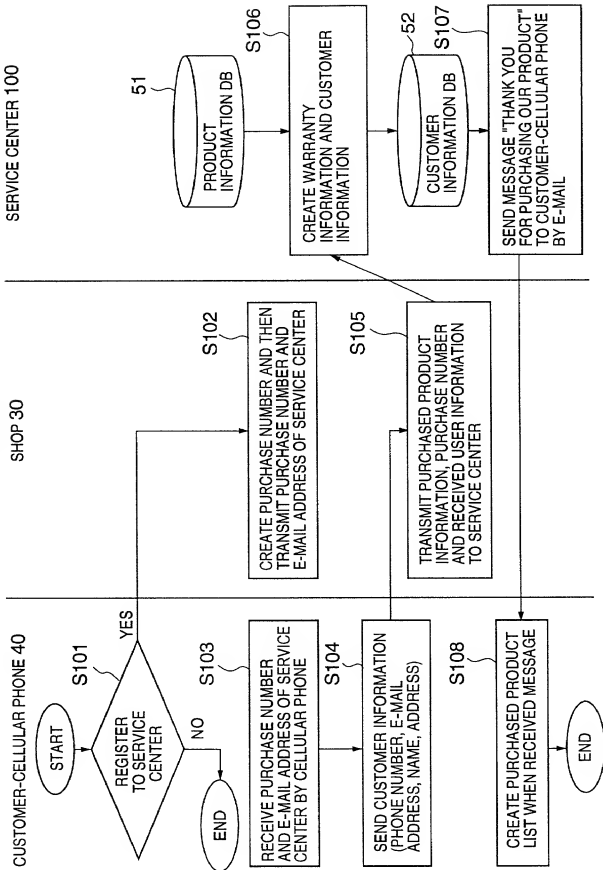


FIG.4

60

PURCHASED PRODUCT LIST (090-1111-1111)

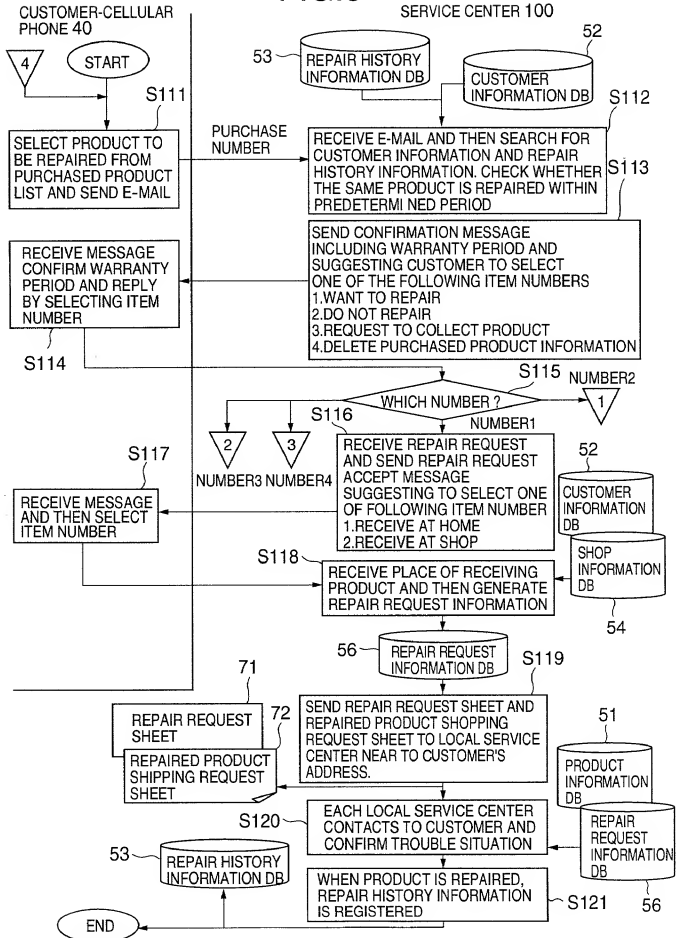
01 MAKER H TV SET RH-HF0002

AAAAAA00000011 hhh@hhh.co.jp

02 MAKER F RADIO-CASSETTE AA-EDH01

BBBBBB00000011 fff@fff.co.jp

# FIG.5



# FIG.6

CUSTOMER-CELLULAR  
PHONE 40

SERVICE CENTER 100

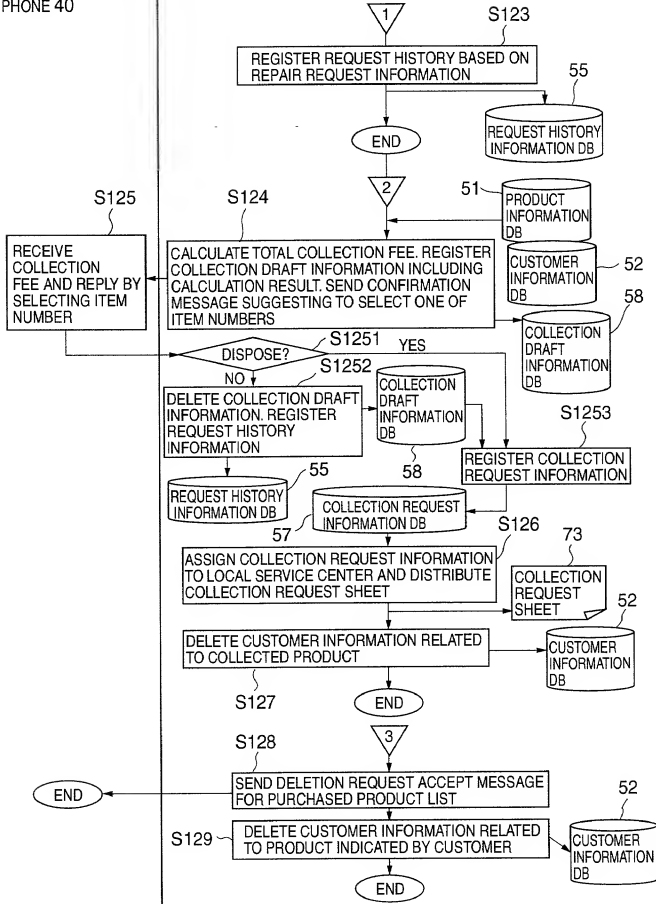
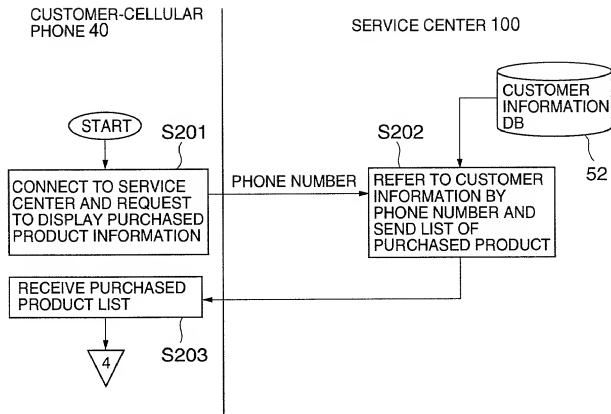


FIG.7



# FIG.8

## REPAIR REQUEST SHEET 71

REPAIR REQUEST SHEET					ISSUE DATE:10/09/2000
(AAAAAA00000011)					
SIR					
REPAIR SHOP A					
10-2, NOGI, AOMORI-SHI, AOMORI-KEN					
017-XX-5555					711
PLEASE REPAIR THE FOLLOWING PRODUCT (S).					
-----					
REPAIR REQUEST PRODUCT					
MAKER	MANUFACTURE No.	PRODUCT NAME	WARRANTY PERIOD	REPAIRED BEFORE OR NOT	713
MAKER H	RH-HF0002	TV SET	01/07/2001	NOT	
-----					
CUSTOMER INFORMATION					
FUJI, Michiko 10-10, NOGI, AOMORI-SHI, AOMORI-KEN 090-1111-1111					715



FIG.9

REPAIRED PRODUCT SHIPPING  
REQUEST SHEET 72

		ISSUE DATE:10/09/2000
REPAIRED PRODUCT SHIPPING REQUEST SHEET (AAAAAA00000011)		
TO :		
ADDRESS : 10-10, NOGI, AOMORI-SHI, AOMORI-KEN		} 721
NAME : FUJI, Michiko		
PHONE : 090-1111-1111		
PRODUCT MAKER H TV SET RH-HF0002		} 723
-----		
FROM :		
ADDRESS : 10-2, NOGI, AOMORI-SHI, AOMORI-KEN		} 725
NAME : SHOP A		
PHONE : 017-XX-5555		

FIG.10

COLLECTION REQUEST SHEET 73

COLLECTION REQUEST SHEET

(AAAAAA00000011)

SIR

COLLECTION SERVICE XXXX

10-2, NOGI, AOMORI-SHI, AOMORI-KEN

017-XX-5555

} 731

PLEASE COLLECT AND DISPOSE THE FOLLOWING PRODUCT

-----  
COLLECTION PRODUCT

MAKER NAME    MANUFACTURE No.    PRODUCT NAME    COLLECTION FEE

MAKER H        RH-HF0002        TV SET        ¥ 3000

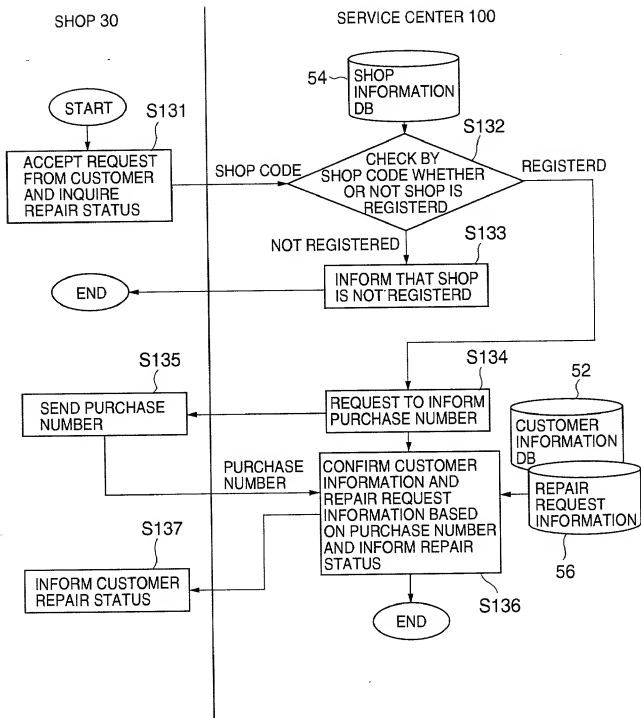
} 733

-----  
CUSTOMER INFORMATION

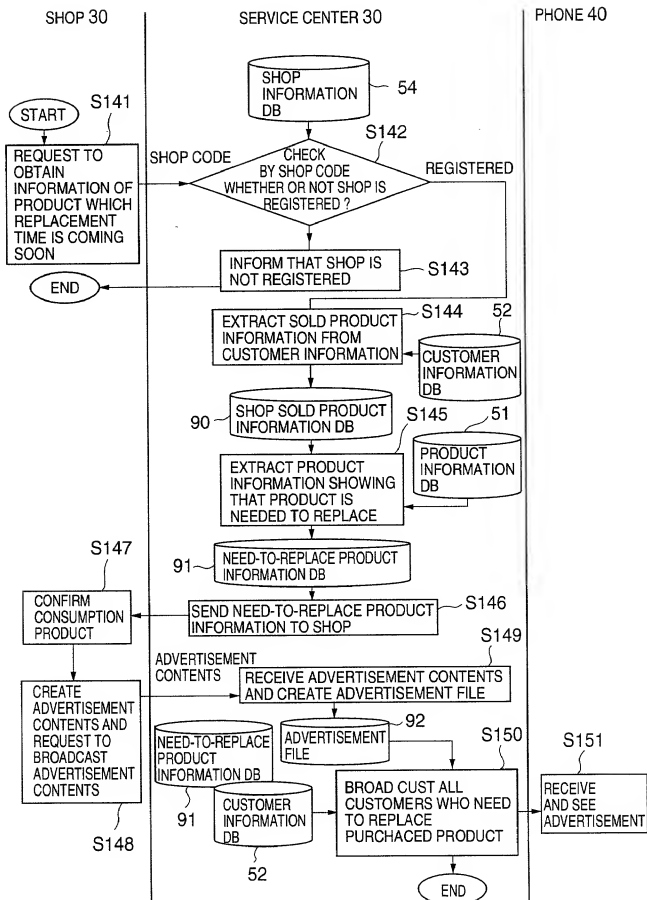
FUJI, Michiko 10-10, NOGI, AOMORI-SHI, AOMORI-KEN 090-1111-1111

} 735

# FIG.11



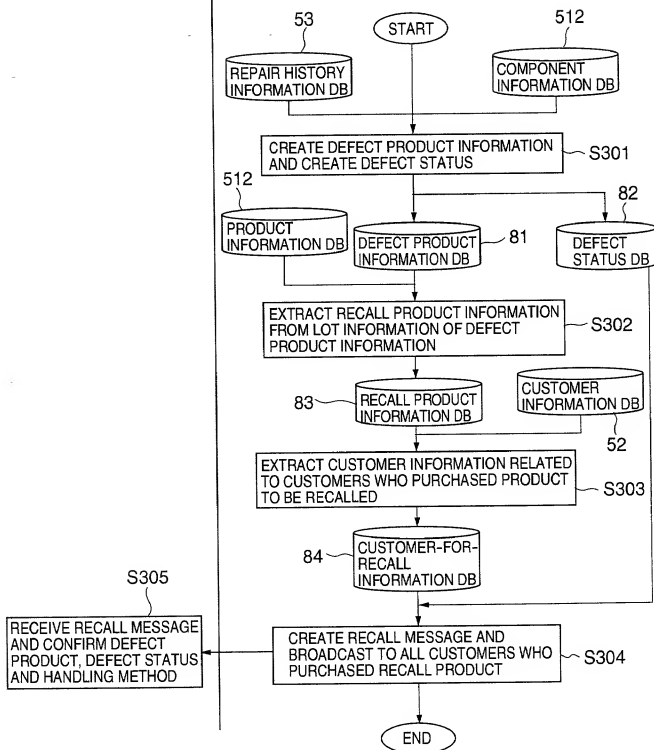
# FIG.12



# FIG.13

CUSTOMER-CELLULAR  
PHONE 40

SERVICE CENTER 100



PRODUCT INFORMATION DB 51

FIG.14A

No.	MANUFACTURE NUMBER	PRODUCT NAME	WARRANTY PERIOD	REPLACEMENT TIME	COLLECTION FEE	LOT INFORMATION	MANUFACTURED DATE	MAKER NAME	MAKER E-MAIL
1	RH-HF 0002	TV SET	1 YEAR	6 YEARS	3000	AA00001	19990510	MAKER H	hhh@hhh.co.jp
2	AA-EDH01	RADIO- CASSETTE	1 YEAR	8 YEARS	1000	BB00002	19991015	MAKER F	fff@fff.co.jp
3	DD-AC010	REFRIGERATOR	2 YEARS	7 YEARS	5000	CC00001	19990708	MAKER G	ggg@ggg.co.jp

FIG.14B

COMPONENT INFORMATION DB 512

No.	COMPONENT NUMBER	COMPONENT NAME	LOT	MANUFACTURED DATE
1	AA001-01	BASIC BOARD	DD00001	20000323
2	BB001-01	MAIN BOARD	GG00001	20000323
3	CCC01-01	TUNER	AA00001	19990510
4	CCC01-01	TUNER	AA00010	19990610
5	CCC01-01	TUNER	AA00020	19990710

FIG. 15A

CUSTOMER INFORMATION DB 52

No.	PURCHASE NUMBER	MANUFACTURE NUMBER		DEVICE ADDRESS	PURCHASED DATE	WARRANTY PERIOD	CELLULAR PHONE NUMBER	PHONE E-MAIL	NAME	ADDRESS
		PRODUCT NUMBER	MANUFACTURE NUMBER							
1	AAAAAA00000011	TV SET	RH-HF0002	1234567	20000701	20010701	090-1111-1111	a@xxx.co.jp	Fuji, Michiko	10-10, NOGI, AOMORI-SHI, AOMORI-KEN
2	AAAAAA00000011	RADIO- CASSETTE	AA-EDH01	1234568	20000801	20010801	090-1111-1110	a@xxx.co.jp	Fuji, Michiko	10-10, NOGI, AOMORI-SHI, AOMORI-KEN
1	AAAAAA00000011	REFRIGE- RATOR	DD-AC010	2345678	20000701	20010701	090-1111-1112	bbb@ccc.co.jp	Fuji, Fuji	ODATE-SHI, AKITA-KEN

WARRANTY INFORMATION

FIG. 15B

SHOP INFORMATION DB 54

No.	SHOP ICOD	SHOP NAME	SHOP PHONE NUMBER	E-MAIL	ADDRESS
1	AAAAAA	SHOP A	* * * - * * * *-1111	a@xxx.co.jp	NOGI, AOMORI-SHI, AOMORI-KEN
2	BBBBBB	SHOP B	* * * - * * * *-1234	b@xxx.co.jp	OHI, SHINAGAWA-KU, TOKYO

FIG. 16

